

Knowledge is Power!

CFAC Advisory Role-Bringing About Change

**So, you Want to Challenge
Your LME?**

Points of Discussion

- CFAC Mission and Member Role
- CFAC Communication Plan
- CFAC Community Education Plan
- CFAC Advisory Role related to Services

CFAC Mission

- Does your CFAC have a mission?
- Does your mission drive your input and decisions or do you just have it for the sake of having it because someone said you should?
- Do members focus on the mission and the power they have to influence change or is the mission if you have one just another piece of paper.

Why is a Mission important?

CFACs that are truly mission driven have the power to change things by challenging the status quo.

CFACs with consumer focused missions bring about changes in the system for the people served by the system.

CFACs driven by a mission can have a meaningful role with a positive influence

What good is a mission?

- Mission statements followed by actions create:
 - Hope
 - Choices for good care
 - Supportive relationships
 - Mutual understanding
 - Focus
 - Empowerment
 - Opportunities for improvement individually, locally, regionally and on a statewide basis for all
 - Access
 - Responsibility and Accountability for all stakeholders

**Strong Mission Driven CFACs
bring about clear CFAC role
in transforming the system
to better serve people.**

Is your CFAC mission Driven?

Do you know your CFACs mission statement?

CFAC Member Roles

- Ever wondered what you were supposed to do as a CFAC member?
- Ever felt like you were not sure what the CFAC was supposed to be doing?
- Ever felt like the group was spinning it's wheels?
- Ever wondered why things weren't changing?
- Ever wondered why people send you so much to read as a CFAC member?
- Ever been confused about the role you have on CFAC?
- Ever feel like CFAC members use the CFAC meeting as a support group or individual venting session about their struggles without creating change or offering solutions?

These are all signs of a CFAC that does not know how to be in an Advisory Role and a CFAC without a Mission.

Do CFAC members really understand the importance of the CFAC member role in Creating positive change?

Do CFACs members understand how to Advise the LME of REAL change that will impact the community?

Important things to Know about the CFAC Advisory Role

- Members wear many “hats” some are consumers, or family members but most important are committee members.

CFAC members really represent a much larger network- local chapters of NAMI, Local Arc Chapters, Autism Society, AA, NA or other Advocacy and Support Groups.

CFAC Communication Plan

Because CFAC really represents the entire community of consumers and families
CFACs

May want to consider developing a formal communication plan between CFAC members

and the consumer and family community at large.

Communication Plan

You are in the position as a CFAC member to
CREATE CHANGE for everyone but
Communication is the KEY to that CHANGE.

**Do you have a Communication Plan between
the CFAC and the larger Consumer/Family
Community?**

CFAC Community Education Plan

It is important to understand some basic things in order to be effective in an Advisory role.

CFAC members often need education about The system but instead are bombarded with all kinds of things to read and try to understand

Before you know it you are overwhelmed have a reading pile and can't make heads or tails of any of it....



CFAC Education Plan

- Decide WHAT you want to know more about.
- ASK your LME to provide you education
- Take Control of the constant paper frenzy that causes you to get distracted and
- Focus on what you need to know to get the job done for your community not on a million memos that have nothing to do with your community.

Does your CFAC know what you need to know about your own Community?

Do you know what services are in the community?

Do you know what services should be in your community but are not or what the service gaps are?

Do you know what about waiting list why it exist and what is the plan to provide better access so people don't wait?

Do you know about provider agencies Performance and profiles, etc....?

Be the Change you want to see!

Do you know that changing the way things
are
starts with each of us taking responsibility
for
the way things are and holding each other
accountable....as long as we accept
things the way they are they will not change.

Solutions are Key

When you identify problems it is important to
Identify solutions and always seek to
understand the entire issue not just one
Perspective.

An example people complain about not having enough money
but fail to understand the appropriate use of the money that is
available and good management of funding is the real
issue...yet

advocates are always asking for more money not better
management of available resources.....more money will never
fix the issue of poor management of money!

CFAC Advisory Role related to Services

- Education about what services are available or what is the local benefit plan for consumers.
- What do the services do to help people?
- How does the LME determines if the services people receive are delivered in a quality manner and achieve the goal of services?
- How much service is delivered?
- How many people get the service?
- How much do the services cost?

CFAC Advisory Role related to Services

- Are services culturally competent?
- Are services available to specialized populations that might not mix well with other populations? (sex offenders and victims)
- Are services available after 5:00p.m. and on weekends for people that work but still need to see physicians or attend group therapy?

CFAC Advisory Role related to Services

- How are crisis services delivered? What is the local crisis continuum available to consumers?
- What is the LME doing to develop services that are missing or identified as a need?
- Have you seen or had input in the development of the local crisis plan?
- Have you seen or heard about progress toward filling gaps identified?

Additional Education that may be needed by the CFAC?

- Do you know what services you should expect to see at a minimum in your community?
- Do you know what is being done to improve the quality and capacity of services?
- Do you know how people access services and do you understand the concept of “no wrong door” does your LME practice “no wrong door” access or create an access barrier?
- Does your LME assist with breaking down barriers to services or does your LME create barriers for people?
- What is the turn around time from a requested service to the time it is authorized?
- What changes could your LME make to help consumers get help when they need it?
- What is the average wait time due to LME processes for a person from their call to actually receiving services?

Next Steps

- Decide on a Mission- What are you all about?
- Develop an Effective Communication Plan with the larger community of Consumers and Families- Get your finger on the pulse in your community. Identify the gaps and make knowledgeable recommendations about the needed services.
- Take responsibility to become educated about the things that matter in your community. Develop a CFAC Education Plan and work with your LME to get the training that is meaningful.
- Take responsibility for understanding services that you have and that you need and then Challenge your LME to work with Providers to Deliver!